

Year One Pinnacle Point 1 – Quarter 3

Date Submitted: April 20, 2013	Pinnacle Point Lead: Amy White, Bridge Deputy Director
Goal: To expand quality placement options and supports to ensure safety of children in out-of-home care, reduce utilization of shelter care, improve placement stability, and to achieve positive permanency outcomes.	Applicable Performance Areas: 1, 2, 3, 6, 7, 8, 9, 10, 11, 12, 13, 14

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1. OKDHS and its private providers will improve customer service and create a sense of urgency in responding to families interested in becoming resource families. Every day, a child in Oklahoma is waiting to be placed with a family; OKDHS needs to respond to interested families without delay.	Deborah Goodman	EXCEL log of training start and completion dates	6/30/13					All CWS staff are required to complete the “Customer Service: Valuing our Resource Families” training in the Learning Management System database. During this quarter, 124 additional individuals have completed the training and 79 started the training but have not completed. The EOC provides the name and date the training was completed by the individual.
2. OKDHS will implement several short-term solutions to improve the approval process, which will remain in effect approximately one year or less, until longer-term solutions are in place. These include: <ul style="list-style-type: none"> a. specific targets will be established for resource staff regarding the number of resource family assessments to be completed monthly; b. dedicated staff will be approved to work overtime to complete resource family assessments (home studies); c. temporary staff, including OKDHS retirees and former employees, will be hired to complete resource family assessments; d. OKDHS will monitor timely completion of resource family assessments focusing on 30-day completion from the time of application. If delays beyond 60 days are identified, a referral to the division director or designee will be made 	Deborah Goodman		6/30/13					Short term placements continue to be in place. Temporary staff had their assignments extended due to the delay in the award of the RFP. During this last quarter, 87 adoption resource family assessments and 487 foster care resource family assessments referrals were sent to private contractors for completion. Due to a corruption to the EXCEL log that is being used to track timeliness rates, this cannot be reported this quarter. Steps are being taken to address this log and the corruption issues with the person who created the log. The theory is that codes that were entered may have been deleted as a result of multiple staff entering information into the log. The long range plans are to integrate this information into the KIDS system. The estimated date of this enhancement is August 2013.

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and immediately addressed with OKDHS staff and/or private providers; and e. Addressing any barriers to timely completion such as fingerprinting backlogs.								
3. OKDHS will monitor all inquiries to ensure there is a sense of urgency so that potential resource families are moving appropriately through the process. Bridge Support Line staff will conduct “call backs” at 10 days and 30 days to assess the family’s progress and ensure the agency is doing everything possible to move the family forward. Reports garnered from “call backs” are provided monthly to leadership for monitoring and follow-up actions, as needed. This will ensure identification of customer service issues early in the process and will help reduce the number of families dropping out of the approval process.	Audrey Banks		6/30/13					The Bridge Support Center has been monitoring all inquiries to ensure there is a sense of urgency so that potential resource families are moving appropriately through the process through “call backs” at 10 days and 30 days to assess the family’s progress and ensure the agency is doing everything possible to move the family forward. Reports garnered from “call backs” have been provided monthly to leadership for monitoring and follow-up actions, as needed. Performance on timely call backs for foster care has been: January: 85%, February: 95%, and March: 92%. Performance on timely call backs for adoption has been: January: 96%, February: 91%, and March: 92%.
4. OKDHS will increase availability of initial training sessions for new resource families across the state, beginning in regions 3 and 5. This will include options to complete the training during one weekend, weekdays, Saturdays, and/or evening hours.	Audrey Banks	RFT provision spreadsheet	6/30/13					During this quarter, 47 RFT training sessions were provided in all five regions. In Region 3, a total of 16 RFTs were provided in the following formats: 2 weekdays, 2 weeknights, 9 Saturdays and 3 expedited. In Region 5, a total of 12 RFTs were provided in the following formats: 1 weekday, 4 weeknights, 6 Saturdays and 3 expedited.
5. OKDHS is partnering with the faith-based community to recruit families through the 111 Project and will designate resource staff to “shepherd” new families through the process, especially in regions 3 and 5. This partnership places OKDHS in a unique situation to recruit and retain resource families who also have the support of the faith community.	Karen Poteet	111 Project Letter Updates from OKDHS shepherds in Regions 3, 4, 5	6/30/13					A luncheon meeting with 111 Project leaders, the coordinator of the OKDHS Office of Volunteerism/Office of Faith-Based Initiatives and the OKDHS Project Manager for the Bridge to the Future Diligent Recruitment grant occurred on February 19 th . The 111 Project staff and OKDHS worked in partnership to have letters sent to over 4,000 Oklahoma churches regarding upcoming Foster Care Forums. The OKDHS Print Shop copied the letters and the OKDHS Mail Center mailed them in late March 2013. The Bridge to the Future grant provided the funding for the mailing of the letters.

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								<p>The first Foster Care Forum will be held on April 25, 2013 in Oklahoma City and a subsequent forum is scheduled to be held in Tulsa on October 3, 2013.</p> <p>Both Regions 3 and 5 continue to have “shepherds” assigned who assist new families recruited through the 111 Project and other faith-based recruitment efforts. Although Region 4 has no officially appointed “shepherd”, Region 4 continues to have much involvement with the faith-based organizations in that region regarding the recruitment and retention of resource homes.</p>
6. In region 3, OKDHS will expand its partnership with the Oklahoma Lawyers for Children (OLFC) volunteer program. OLFC volunteers will be trained to support families moving through the process by assisting them with gathering necessary documents for the resource family assessment. This addresses part of the “pipeline issue.” OKDHS will replicate this in region 5 and other regions of the state where possible.	Audrey Banks	Written protocol Meeting attendance verification	6/30/13					Region 3 held a meeting with OLFC on 3-14-13 from 1:30-3:30 and developed protocol for OLFC support. Training will be scheduled for OLFC volunteers on this protocol during this coming quarter and further discussions will be held regarding other ways OLFC can assist.
7. Beginning July 1, 2012, OKDHS will send resource family assessments for both foster care and adoption to private providers for completion. This will enable agency staff to conduct other activities, such as conduct reassessments and improve support to families while speeding up the approval process. In the event a private provider is not able to accept resource family assessments for completion due to capacity limitations, OKDHS will work closely with the provider to recruit and train subcontractors.	Deborah Goodman		?					Resource family assessments are now being sent to private providers for completion. OKDHS has been providing support to the private agencies by providing training on conducting resource family assessments to their sub-contractors. When provider capacity has been unable to meet the need for completion of home assessments, OKDHS has utilized OKDHS staff or temporary staff who has been trained to assist. During this last quarter, 487 referrals were sent for foster care resource family assessments and 87 referrals were sent for adoption resource family assessments.
8. Complete the bidding process to obtain an adequate number of private partnerships for the recruitment, support, and retention of non-relative resource parents and treatment foster homes. OKDHS will provide directly or through its private providers a seamless	Amy White	List of Awarded Suppliers	9/30/12					A decision was made by Director Lake to cancel the recruitment contracts as he felt OKDHS could make more progress with a different approach. While this may delay the progress a few months, the long term goal is to improve upon the process and create a

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customer service experience for families by providing one point of contact for the entire onboarding process, including recruitment, resource family assessment, training, and ongoing support. The point of contact will support families as they interact with OKDHS throughout the approval process, during placement and care of children in their homes, and in understanding the child welfare system. The goal is to have one contact helping the family throughout the process.								system that will sustain an effective Bridge resource home recruitment, retention and support program. On April 15, OKDHS immediately began preparing for the new round of RFPs and will push for a very quick turnaround for the new providers and contracts. In the interim, OKDHS has approved a 60-day overtime plan for foster care to ensure new inquiries are processed quickly and also have a plan to hire temps for the next 6 months to help with the transition between these contract periods. Director Lake, Dept. of Central Services, and other contracting staff know the urgency of placement issues and are committed to ensuring OKDHS meets the goals of having more families.
9. If a private provider is not selected for a particular district, OKDHS will ensure the district is allocated adequate OKDHS staff and support for recruiting and retaining resource families. Program staff will ease the burden and support recruitment staff by: <ul style="list-style-type: none"> a. providing data analysis to determine the number of homes needed to care for the specific population of children entering care in that district; b. providing technical assistance in crafting recruitment and retention plans; c. assisting new inquiries through the Bridge Support Line, including answering basic questions, explaining the application packet, completing 10-day and 30-day follow-up calls to check progress, and reporting to leadership the status of the 10-day and 30-day follow-up calls; d. ensuring providers are available for home studies; e. providing recruitment tools such as resource parent handbooks, recruitment brochures and posters, public service announcements (PSAs), 	Jami Ledoux		6/30/13					This continues to be pending based upon the RFP.

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information booklets and updated information on the website, www.okbridgefamilies.com ; and f. assisting with community connections as outlined in Pinnacle Point 7.								
10. Shorten the length of time expected to complete resource family assessments to 30 days from application and shorten the length of time from application to approval to no more than 60 days, unless the family chooses to extend the process. This will assist with the delay in providing kinship families financial support needed to care for children. It also ensures non-relative resource families make it timely through the process and addresses another "pipeline issue."	Deborah Goodman		12/31/12					OKDHS now requires the private contractors to complete the resource family assessments within 30 days of referral. OKDHS ensures that the contractors have a completed application prior to referral. OKDHS requires CW staff to obtain the completed application within 20 days or receipt of initial paperwork. During this last quarter, 87 adoption resource family assessments were sent to private contractors for completion. Of those referrals, 75 were completed timely resulting in an 86% timeliness completion rate. During this last quarter, 487 foster care resource family assessments were sent to private contractors for completion. Of those referrals, 81 were completed timely resulting in 83% timeliness completion rate.
11. Develop an online application process for individuals interested in becoming resource parents.	Carol Clabo		6/30/13					The KIDS team has worked closely with the Bridge Resource team and the Office of Communications (In charge of Oklahoma's Internet presence) to update and simplify the online Bridge Interest form and create a new electronic Bridge Resource Parent Application form. The new application will allow for prospective Bridge parents to submit an initial application via the internet (e-mail) to OKDHS for immediate follow up. Both the interest form as well as the application form are currently in the testing phase and are set to be available to the public by the end of April 2013.
12. Over a five-year period, beginning in SFY 2013, OKDHS will incrementally increase reimbursement rates for resource parents to more closely align with the "Hitting the MARC" standards as published in 2007 and as set forth in the chart below. In addition, OKDHS will make	Kevin Haddock		6/30/13 (first increase)					The first increase of reimbursement rates was effective August 1, 2012. The second rate increase is included in the CWS budget submitted on October 1, 2012 for SFY 2014. The Oklahoma legislature is currently in session and will be making a decision as

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legislative requests to increase reimbursement rates above the 2007 "Hitting the MARC" standards as resources permit, based on cost of living adjustments. Monthly reimbursement rates cover the cost of caring for a child, including food, clothing, shelter, daily supervision, school supplies, and personal incidentals. OKDHS realizes a rate increase alone is not likely to improve the recruitment or retention of families; however, it will demonstrate Oklahoma's commitment to its most vulnerable children and the families who care for them. It is the right thing to do.								to the OKDHS funding request by the end of May.
13. Significantly increase the number of resource parents who access Child's Passport, a web-based program allowing access to children's records. This passport is critical to ensure resource families have medical and other child-specific information for the child in their care. Through Child's Passport, resource families can access information for any child placed in their home 24 hours a day, seven days a week. Information contained in the passport includes Medicaid billing records, immunizations, and information documented within the KIDS system related to education, health, assessments, strengths, and needs. To increase the number of resource parents who access Child's Passport, OKDHS will require resource staff, including OKDHS staff and private providers, to discuss the passport during home visits (bringing printed copies if needed), update the resource parent handbook and website to contain more detailed information about access, include information in the quarterly newsletter at least once per year, and remind resource parents via email notification.	Amy White	1) Passport Access e-mail to Executive and Bridge Leadership 2) Meeting attendance verification included in PP 1.15 3) E-mail to foster and adoptive resources who have e-mail addresses in KIDS.	6/30/13					Efforts continue to be made to increase resource parent knowledge of the Child's Passport. An e-mail was sent on 1-2-2013 regarding access and outlined steps to be done to increase access. A meeting was held with EFC providers on 1-9-2013 regarding contract modifications and during this meeting Child's Passport access was discussed. As a result, the EFC agencies selected a person for their agency to have access abilities and these individuals were added to KIDS. Current access report indicated 35 new users accessed the Child's Passport this quarter.
14. Develop and implement a placement process that ensures resource parents receive adequate information at placement. Along with Child's Passport access information, OKDHS staff will provide resource parents with a printed copy of the child's Placement Provider Information Report. This report contains information	Millie Carpenter		6/30/13					Modification in policy to "required" reprinting of Placement Provider Information made. The anticipated date of final approval was 06/2013 but is likely to occur in 07/2013.

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documented within the KIDS system related to education, health, assessments, strengths, and needs. Although little information may be known at intake, the child welfare specialist will include, at a minimum, information related to any drug allergies, medication, school information, and recent illnesses or critical health information. The Placement Provider Information Report is dynamic and will change as information is added or modified within KIDS. Reprinting of the report for the provider is currently recommended every six months. OKDHS will modify policy from "recommended" to "required."								
15. OKDHS will make family placement the presumptive placement for all children in 2012 and in addition, meet the following timelines over the next two years: by December 31, 2012, all children under two years of age will be placed in family-like settings; by June 30, 2013, all children six years of age will be placed in family-like settings; by June 30, 2014, all children under 13 years of age will be placed in family-like settings. Acceptable family-like settings include non-relative foster care, tribal foster care, kinship foster care, and TFC. During SFY 13, the Co-Neutrals will evaluate all levels of group home and congregate care, including a review of permanency outcomes for children in these settings, and make a determination whether any will be deemed family-like settings for the purposes of this Plan. Exceptions to placement in a family-like setting may be granted only for the following: sibling groups of four or more children who cannot otherwise be placed together, children whose needs require inpatient psychiatric hospitalization, or young children who are placed with their minor parent in a group home.	Amy White		12/31/12 (under 2) 6/30/13 (under 6) 6/30/14 (under 13)					This is the first quarter where no child under the age of 2 is to stay overnight in a shelter. During this quarter a total of 8 children under the age of 2 spent a night or nights in a the Pauline Mayer Shelter or Laura Dester Children's Center. Most of these children stayed in shelter as they were members of a sibling group or more which is an automatic exception. During this quarter, efforts are now being made to meet the mandate of no child under the age of 6. The procedures that were outlined for those children under the age of 2 began being utilized for children under the age of 6 on March 1, 2013.

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16. Effective June 30, 2013, no child shall be placed in an unapproved, non-relative placement.	Amy White		6/30/14					OKDHS procedure is that no child shall be placed in an unapproved, non-relative placement.
17. By June 30, 2014, children ages 13 years of age and older may be placed in a shelter, only if a family-like setting is unavailable to meet their needs. Children shall not be placed in a shelter more than one time within a 12-month period and for no more than 30 days in any 12-month period. Exceptions must be rare and must be approved by the deputy director for the respective region, documented in the child's case file, reported to the division director no later than the following business day, and reported to the OKDHS Director and the Co-Neutrals monthly.	Amy White		7/1/14					Efforts are being made to increase the number of available resource families but at this time there is no data to report, as this initiative has not begun.
18. Develop and implement a system to match children's needs with the capacities of families to meet those needs. By no later than April 1, 2014, OKDHS will submit to the Co-Neutrals for their approval a process to be used by OKDHS that matches children 13 years of age and older to a level of care other than an acceptable family-like setting, which OKDHS will implement within 90 days of approval. OKDHS will incorporate a trauma assessment and other screening tools, such as the Child Behavior Checklist, for youth entering higher levels of care.	Amy White and Evan Brown		6/30/13 (matching system) 6/30/14 (process for 13+ in congregate care)					The software release in KIDS introducing the new data points to collect for OKDHS resource families is scheduled to be included in the KIDS release on April 13, 2013. Please review Quarter 2 report for these data points. The search aspect of the design which searches the child's characteristics against the resource database is scheduled for the May 4, 2013 KIDS release.